

SHEET 1 OF 1

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE  INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-33	SERIAL NO. 09/247,893
	APPLICANT EDWARDS et al.	
	FILING DATE February 10, 1999	GROUP ART 2642

## U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
wp	AA	5,469,504	11/21/95	Blaha	379	265	
wp	AB	6,650,748 B1	11/18/03	Edwards et al.	379	266.04	

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## FOREIGN PATENT DOCUMENTS

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		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO

## OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)


EXAMINER <i>Bill Deane</i>	DATE CONSIDERED <i>17 Apr 05</i>
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SHEET 1 OF 6

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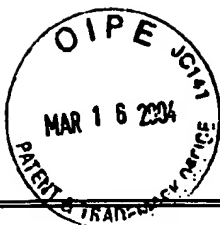
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## U.S. PATENT DOCUMENTS

Technology Center 2800

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
<i>mt</i>	1.	4,163,124	07/31/79	Jolissaint	179	18 D	
	2.	4,737,983	04/12/93	Frauenthal et al.	379	221	
	3.	4,797,911	01/10/89	Szlam et al.	379	88.22	
	4.	4,894,857	01/16/90	Szlam et al.	379	67.1	
	5.	5,001,710	03/19/91	Gawrys et al.	370	110.1	
	6.	5,097,528	03/17/92	Gursahaney et al.	379	67	
	7.	5,101,425	03/31/92	Darland	379	34	
	8.	5,164,983	11/17/92	Brown et al.	379	265	
	9.	5,210,789	05/11/93	Jeffus et al.	379	127	
	10.	5,274,700	12/28/93	Gechter et al.	379	210	
	11.	5,278,898	01/11/94	Cambray et al.	379	266	
	12.	5,335,268	08/02/94	Kelly Jr. et al.	379	112	
	13.	5,390,243	02/14/95	Casselman et al.	379	265	
	14.	5,436,965	07/25/95	Grossman et al.	379	266	
	15.	5,544,232	08/06/96	Baker et al.	379	88.25	
	16.	5,444,774	08/06/96	Friedes	379	266	
	17.	5,469,503	11/21/95	Butensky et al.	379	265	
	18.	5,473,773	12/05/95	Aman et al.	395	650	
	19.	5,479,497	12/26/95	Kovarik	379	265	
	20.	5,500,795	03/19/96	Powers et al.	364	401	
	21.	5,504,894	04/02/96	Ferguson et al.	395	650	

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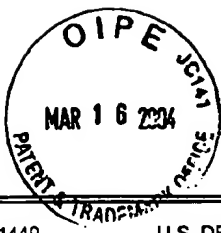
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	FILING DATE February 10, 1999	GROUP ART MAR 19 2004 2731

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<i>wp</i>	22.	5,530,744	06/25/96	Charalambous et al.	379	265	
	23.	5,537,542	07/19/96	Eilert et al.	395	184.01	
	24.	5,544,232	08/06/96	Baker et al.	379	88.25	
	25.	5,546,452	08/13/96	Andrews et al.	379	219	
	26.	5,592,542	01/07/97	Honda et al.	379	265	
	27.	5,611,076	03/11/97	Durflinger et al.	395	613	
	28.	5,642,515	06/24/97	Jones et al.	395	727	
	29.	5,684,964	11/04/97	Powers et al.	395	211	
	30.	5,689,698	11/18/97	Jones et al.	395	604	
	31.	5,703,943	12/30/97	Otto	379	265.11	
	32.	5,713,014	01/27/98	Durflinger et al.	395	604	
	33.	5,742,675	04/21/98	Kilander et al.	379	265	
	34.	5,748,468	05/05/98	Notenboom et al.	364	132	
	35.	5,749,079	05/05/98	Yong et al.	707	100	
	36.	5,752,027	05/12/98	Familiar	395	614	
	37.	5,754,639	05/19/98	Flockhart et al.	379	221	
	38.	5,754,841	05/19/98	Carino, Jr.	395	603	
	39.	5,757,904	05/26/98	Anderson	379	265	
	40.	5,794,250	08/11/98	Carino, Jr. et al.	707	104	
	41.	5,796,393	08/18/98	MacNaughton et al.	345	329	
	42.	5,825,869	10/20/98	Brooks et al.	379	265	
	43.	5,838,968	11/17/98	Culbert	395	674	
	44.	5,881,238	03/09/99	Aman et al.	395	200.56	
	45.	5,889,956	03/30/99	Hauser et al.	395	200.56	
<i>up</i>	46.	5,903,641	05/11/99	Tonisson	379	266	

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SHEET 3 OF 6

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47.	5,915,012	06/22/99	Miloslavsky	379	265	Technology Center 2600
48.	5,926,538	07/20/99	Deryugin et al.	379	265	
49.	5,930,786	07/27/99	Carino, Jr. et al.	707	4	
50.	5,937,051	08/10/99	Hurd et al.	379	212	
51.	5,937,402	08/10/99	Pandilt	707	4	
52.	5,940,496	08/17/99	Gisby et al.	379	265	
53.	5,948,065	09/07/99	Eilert et al.	709	226	
54.	5,960,073	09/28/99	Kikinis et al.	379	265	
55.	5,963,635	10/05/99	Szlam et al.	379	309	
56.	5,970,132	10/19/99	Brady	379	212	
57.	5,974,135	10/26/99	Breneman et al.	379	265	
58.	5,974,462	10/26/99	Aman et al.	709	225	
59.	5,987,117	11/16/99	McNeil et al.	379	265	
60.	5,991,392	11/23/99	Miloslavsky	379	265	
61.	5,996,013	11/30/99	Delp et al.	709	226	
62.	5,999,963	12/07/99	Bruno et al.	709	104	
63.	6,011,844	01/04/00	Uppaluru et al.	379	220.01	
64.	6,038,293	03/14/00	McNemey et al.	379	88.19	
65.	6,044,144	03/28/00	Becker et al.	379	265	
66.	6,044,355	03/28/00	Crockett et al.	705	8	
67.	6,052,723	04/18/00	Ginn	709	223	
68.	6,055,308	04/25/00	Miloslavsky et al.	379	265	
69.	6,115,462	09/05/00	Servi et al.	379	221	
70.	6,154,769	11/28/00	Cherkasova et al.	709	207	
71.	6,175,564 B1	01/16/01	Miloslavsky et al.	370	352	

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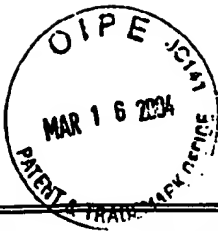
72.	6,178,441 B1	01/23/01	Elnozahy	709	203	
73.	6,185,292 B1	02/06/01	Miloslavsky	379	265	
74.	6,215,865 B1	04/10/01	McCalmont	379	212.01	
75.	6,226,377 B1	05/01/01	Donaghue Jr.	379	265	
76.	6,229,819 B1	05/08/01	Darland et al.	370	467	
77.	6,230,183 B1	05/08/01	Yocom et al.	709	105	
78.	6,233,333 B1	05/15/01	Dezonmo	379	266	
79.	6,240,471 B1	05/29/01	Eastwick	710	62	
80.	6,263,359 B1	07/17/01	Fong et al.	709	103	
81.	6,272,544 B1	08/07/01	Mullen	709	226	
82.	6,278,777 B1	08/21/01	Morley	379	265	
83.	6,356,632 B1	03/12/02	Foster et al.	379	265.04	
84.	6,424,709 B1	07/23/02	Doyle et al.	379	265	
85.	6,426,950 B1	07/30/02	Mistry	370	352	
86.	6,434,230 B1	08/13/02	Gabriel	379	265.01	
87.	6,490,350 B2	12/03/02	McDuff et al.	379	265.06	
88.	6,560,649 B1	05/06/03	Mullen et al.	709	226	
89.	09/235,065		Denton et al.			01/21/99
90.	09/264,497		Edwards			03/08/99

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		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
✓	91.	EP 0 501 189 A2	09/02/92	EPO			X	
	92.	EP 0 740 450 A2	10/30/96	EPO	H04M	3/50	X	
	93.	EP 0 863 651 A2	09/09/98	EPO	H04M	3/50	X	
	94.	EP 0 855 826 A2	07/29/98	EPO	H04M	3/50	X	
	95.	EP 0 772 335 A2	05/07/97	EPO	H04M	3/50	X	
	96.	GB 2 290 192 A	12/13/95	United Kingdom	H04M	3/50	X	
	97.	GB 2 273 418	06/15/94	United Kingdom			X	
	98.	WO 96/07141	03/07/96	PCT	G06F	13/00	X	
	99.	2,174,762	06/30/95	Canada	H04Q	7/38	X	
	100.	2,143,198	01/19/95	Canada	H04Q	7/22	X	

## OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

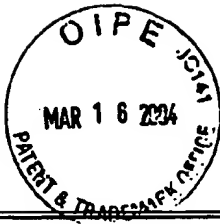
✓	101.	"Product Features," <i>Guide to Call Center Automation</i> , Brock Control Systems, Inc., Activity Managers Series™, Section 5 - Company B120, p. 59, 1992.
✓	102.	"Product Features," <i>Guide to Call Center Automation</i> , CRC Information Systems, Inc., Tel-ATHENA, Section 5 - Company C520, p. 85, 1992.
✓	103.	Dawson, "NPRI's Powerguide, Software Overview" <i>Call Center Magazine</i> (Jun. 1993), p. 85.
✓	104.	"Applications, NPRI's Predictive Dialing Package," <i>Computer Technology</i> (Fall 1993), p. 86.
	<del>105.</del>	<del>"Call Center Software You Can't Outgrow," <i>Telemarketing</i>® (Jul. 1993), p. 105.</del>
✓	106.	"VAST™, Voicelink Application Software for Teleservicing®," <i>System Manager User's Guide</i> , Digital Systems (1994), pp. ii, vii-ix, 1-2, 2-41 through 2-77.

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<i>up</i>	107.	GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter Call Flow", 1998.
<i>up</i>	108.	GEOTEL Communications Corporation Web site Printout entitled "The Intelligent CallRouter Product Overview", July 3, 1997.
<i>up</i>	109.	GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter Product Architecture" July 3, 1997.

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